Company Name:	Hornitos Telepho	one Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit	Name:	Total Company	

	Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed		Date filed		
	measurement (Compile ii	iontiny, me quarterly)		1st Quarter	Mari		2nd Quarter	1	I. J.	3rd Quarter		4th Quarter		
		Total # of business days	Jan	Feb 6	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval	I	Total # of business days Total # of service orders	2	3	2	19 5	3	21	1	33	27			
Min. standard = 5 bu	us. days			Ü	1.00	·	1		1 00	4	10.50	#DD //OL	#DD //OI	//DI) //OI
	<u> </u>	Avg. # of business days	1.00	2.00		3.80	3.00	10.50	1.00	8.25	13.50	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments		3	2	5	1	2	1	4	2			
Installation Commi	*******	Total # of installation commitment met	2	3	2	4	1	2	1	2	1			<u> </u>
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	2	1			
		% of commitment met	100%	100%	100%	80%	100%	100%	100%	50%	50%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	294	294	287	289	290	289	282	283	282			
Customer Trouble	Report													
	00/ /0	Total # of working lines												Ì
	6% (6 per 100 working lines for	Total # of trouble reports												ĺ
p	units w/ ≥ 3,000 lines)	% of trouble reports												
βğ	00/ (0 100 1/ 1/ 1/-	Total # of working lines												
草	8% (8 per 100 working lines for	Total # of trouble reports												1
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												1
Min. Standard		Total # of working lines	364	362	359	355	355	355	353	348	347			
	10% (10 per 100 working lines	Total # of trouble reports	304	15	339	333	333	555	21	41	19			
	for units w/ ≤ 1,000 lines)	% of trouble reports	2.47%	4.14%	2.51%	1.97%	2.25%	1.41%	5.95%	11.78%	5.48%	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	2.47 /0	4.1478	2.51/6	1.97 /6	2.23/6	1.41/0	3.93 %	40	19	#DIV/0:	#DIV/0:	#DIV/0:
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	7	6	6	5	5	3	11	32	11			-
Adjusted		% of repair tickets restored ≤ 24 Hours	88%	75%	86%	83%	83%	75%	52%	80%	58%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep		Sum of the duration of all outages (hh:mm)	359.45	601.93	64.07	96.4	55.35	190.08	957.27	1236.55	570.83	#DIV/0:	#DIV/0:	#DIV/0:
Min. standard = 90%		Avg. outage duration (hh:mm)	44.93	75.24	9.15	16.07	9.23	47.52		30.91	30.04	#DIV/0!	#DIV/0!	#DIV/0!
IVIIII. Standard = 90%	6 WILTIITI 24 TIIS	Indicate if catastrophonc event is in a month	44.55	13.24	9.13	10.07	3.23	47.52	45.50	30.31	30.04	#51770:	#211/0:	#51770:
Unadjusted		Total # of outage report tickets	8	8	7	6	6	4	21	40	19			
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	1	4	1	0	3	0	7	11	8			
·		% of repair tickets restored ≤ 24 Hours	13%	50%	14%	0%	50%	0%	33%	28%	42%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1483.98	945.87	1163.77	1050.53	391.95	1212.38	2377.85	4106.27	1297.35			1
		Avg. outage duration (hh:mm)	185.50	118.23	166.25	175.09	65.33	303.10	113.23	102.66	68.28	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	5	2	0	0	0	0	1	1			
	Monthly amount of refunds		\$ 58.07	\$ 149.65	\$ 63.45	\$ -	\$ -	\$ -	\$ -	\$ 30.04	\$ 32.05			1
Answer Time (Troub	le Reports, Billing & Non-Billing)						İ							1
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												1
	%≤60 seconds													

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: gail.long@tdstelecom.com
rumer can zong		

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telephone Compan	Company U#: 1011				-		Report Year:		2020			
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Nar	me:		Catheys Valle	еу			
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
		IT . 1	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interva	I	Total # of business days	1	2	1	14		5	0	14	27			
Min. standard = 5 b	us. days	Total # of service orders	1	1	1	2	0	1	0	2	2	#DD //OI	#DD //OL	"D" //
		Avg. # of business days	1.00	2.00	1.00	7.00		5.00	#DIV/0!	7.00	13.50	#DIV/0!	#DIV/0!	#DIV/
		Total # of installation commitments	1	1	1	2	0	1	0	2	2			
nstallation Commi		Total # of installation commitment met	1	1	1	1	0	1	0	1	1		ļ	
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	1	1			
		% of commitment met	100%	100%	100%	50%	#DIV/0!	100%	#DIV/0!	50%	50%	#DIV/0!	#DIV/0!	#DIV/
Customers		Acct # for voice or bundle, res+bus	102	103	99	98	98	97	95	96	97			
Customer Trouble	Report													
	T	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports												
ndard		·												
ä	8% (8 per 100 working lines for	Total # of working lines												
ស្	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
M ë		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	118	119	119	116	114	113	112	111	112			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	2	1	1	0	0	4	0	0			
	10. a.m.e 11, = 1,000 m.100)	% of trouble reports	0.00%	1.68%	0.84%	0.86%	0.00%	0.00%	3.57%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/
		Total # of outage report tickets	0	1	1	0	0	0	4	0	0			
		Total # of repair tickets restored in ≤ 24hrs	0	1	1	0	0	0	2	0	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
Out of Service Rep	oort	Sum of the duration of all outages (hh:mm)	0	3.45	3.52	0	0	0	60.23	0	0			
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	3.45	3.52	#DIV/0!	#DIV/0!	#DIV/0!	15.06	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	0	1	1	0	0	0	4	0	0			
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0			
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
		Sum of the duration of all outages (hh:mm)	0	99.28	24.58	0	0	0	352.43	0	0			
		Avg. outage duration (hh:mm)	#DIV/0!	99.28	24.58	#DIV/0!	#DIV/0!	#DIV/0!	88.11	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
Refunds		Number of customers who received refunds	3	1	1	0	0	0	0	0	0			
		Monthly amount of refunds	\$ 58.07	\$ 26.55	\$ 31.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent		·										
	- ,	%< 60 seconds												
					Primary Utility Con	tact Information								

Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:		Hornitos Telephone Compar	ny			U#: 1011 Report Year:				2020				
Reporting Unit Ty	rpe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Exchequer				-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of business days	0	0	0	0	0	0	0	0	0			
Min. standard = 5 bu		Total # of service orders	0	0	0	0	0	0	0	0	0			
viiri. Stariuaru = 5 Du	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	0	0	0	0	0	0	0	0			
nstallation Commit	ment	Total # of installation commitment met	0	0	0	0	0	0	0	0	0			
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	22	22	21	21	21	22	22	22	22			
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
Ē	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ε		•												
_	10% (10 per 100 working lines	Total # of working lines	36	36	35	35	35	35		36	35			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	0	0	2	0	0	1	0			
		% of trouble reports	0.00%	2.78%	0.00%	0.00%	5.71%	0.00%	0.00%	2.78%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	1	0	0	2	0	0	1	0			
1 di d		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted			#DIV/0!	404.38	#DIV/0!	#DIV/0!	17.65	#DIV/0!	#DIV/0!			#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep		Sum of the duration of all outages (hh:mm)	#DIV/OI		#DIV/(01	#DIV/(01		#DD//OI	#DIV/(01	7.93		#DIV//OI	#DI\//01	#DIV//01
Min. standard = 90%	6 Within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	404.38	#DIV/0!	#DIV/0!	8.83	#DIV/0!	#DIV/0!	7.93	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	0	1	0	0	2	0	0	1	0			
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0	0	1	0			
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	555.62	0	0	17.63	0	0	12.13	0			
		Avg. outage duration (hh:mm)	#DIV/0!	555.62	#DIV/0!	#DIV/0!	8.82	#DIV/0!	#DIV/0!	12.13	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	1	0	0	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ -	\$ 32.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
Answer Time (Troub	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a menι	option to reach live agent).	Total # of call seconds to reach live agent		_		_								
		%< 60 seconds												

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

ompany Name:	Н	lornitos Telep	hone Company	U#:	1011	Repo	ort Year:	2020
eporting Unit Type:	☐ Total Company ☑		☐ Wire Center	Reporting Unit N	lame:	Hornitos		

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
	1	Total # of business days	0	1	1	1	3	16	1	0	0		Ĭ .	
Installation Interv Min. standard = 5		Total # of service orders	0	1	1	1	1	1	1	0	0		Ĭ .	
wiii. Stariuaru = 5	bus. days	Avg. # of business days	#DIV/0!	1.00	1.00	1.00	3.00	16.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	1	1	1	1	1	1	0	0			
Installation Com	mitment	Total # of installation commitment met	0	1	1	1	1	1	1	0	0			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	87	88	88	89	90	89	87		86			
Customer Troubl	le Report													
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												<u> </u>
nda	8% (8 per 100 working lines for	Total # of working lines												L
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Ė		% of trouble reports												
Ĕ	10% (10 per 100 working lines	Total # of working lines	121	120	120	120	120	121	120	118	117			
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	5	6	5	4	4	4	7	5	3			
for units w/ ≤ 1,000 lines)	% of trouble reports	4.13%	5.00%	4.17%	3.33%	3.33%	3.31%	5.83%	4.24%	2.56%	#DIV/0!	#DIV/0!	#DIV/0!	
	•	Total # of outage report tickets	4	3	5	4	3	3	7	5	3			
		Total # of repair tickets restored in < 24hrs	3	2	4	4	2	2	1	2	1		Ĭ .	
Adjusted		% of repair tickets restored ≤ 24 Hours	75%	67%	80%	100%	67%	67%	14%	40%	33%	#DIV/0!	#DIV/0!	#DIV/0!
Aujusteu Out of Service Re	onort	Sum of the duration of all outages (hh:mm)	340.97	193.52	57.85	18.85	27.48	184.1	588.78	547.72	170.78		1	
Min. standard = 90		Avg. outage duration (hh:mm)	85.24	64.51	11.57	4.71	9.16	61.37	84.11	109.54	56.93	#DIV/0!	#DIV/0!	#DIV/0!
Wiiii. Stailuai u = 90	070 WIUIII 24 IIIS	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	3	5	4	3	3	7	5	3			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	0	0	1	0	0			
		% of repair tickets restored ≤ 24 Hours	25%	33%	20%	0%	0%	0%	14%	0%	0%		#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	748.28	243.15	998.13	640.40	368.57	877.4	1393.62		650.57			
		Avg. outage duration (hh:mm)	187.07	81.05	199.63	160.10	122.86	292.47	199.09	207.46	216.86	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	2	0	0	0	0	0	0	1			<u> </u>
		Monthly amount of refunds	\$ -	\$ 63.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 32.05			<u> </u>
	ouble Reports, Billing & Non-Billing)													<u> </u>
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent											1	
		%<_60 seconds												

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Hornitos T	elephone Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting	g Unit Name:	Mt. Bullion	

				Date filed			Date filed			Date filed			Date filed	
Ĭ	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	1	3	0	. 4	0	0	0	19	0			
Installation Interv		Total # of service orders	1	1	0	2	0	0	0	2	0		1	1
Min. standard = 5 l	Avg. # of business days		1.00	3.00	#DIV/0!	2.00	#DIV/0!	#DIV/0!	#DIV/0!	9.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	0	2	0	0	0	2	0		1	1
Installation Comr	mitment	Total # of installation commitment met	1	1	0	2	0	0	0	1	0		Ĭ .	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0			
		% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			10070	10070	#BIV/0.	10070	#BIV/0.	#511/0.	#514/0.	3070	#517/0.	#DIV/0.	#DIV/O.	#D10/0.
Customers		Acct # for voice or bundle, res+bus	83	81	79	81	81	81	78	78	77			
Customer Troubl	le Report													<u> </u>
1	6% (6 per 100 working lines for	Total # of working lines											ļ	<u> </u>
1	units w/ ≥ 3,000 lines)	Total # of trouble reports												<u> </u>
ard	units w/ 2 3,000 lines)	% of trouble reports												
andaı	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
ج د	units w/ 1,001 2,000 inico)	% of trouble reports											Ĭ .	
Ξ	400/ /40 400	Total # of working lines	89	87	85	84	86	86	85	83	83			
	10% (10 per 100 working lines	Total # of trouble reports	4	6	3	2	2	1	10		16		1	1
for units w/ ≤ 1,000 lines)		% of trouble reports	4.49%	6.90%	3.53%	2.38%	2.33%	1.16%	11.76%	42.17%	19.28%	#DIV/0!	#DIV/0!	#DIV/0!
	l .	Total # of outage report tickets	4.4576	3	1	2.0070	2.0070	1.1070	10		16	#BIVIO.	#D1 1/0.	#21770.
		Total # of repair tickets restored in ≤ 24hrs	4	3	1	1	1	1	.8	29	10		1	1
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	100%	100%	80%		63%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re		Sum of the duration of all outages (hh:mm)	18,48	0.58	2.7	77.55	10.22	5.98	308.25		400.05			
Min. standard = 90		Avg. outage duration (hh:mm)	4.62	0.19	2.70	38.78	10.22	5.98			25.00	#DIV/0!	#DIV/0!	#DIV/0!
iviin. standard = 90	U% WIUTIN 24 NIS	Indicate if catastrophonc event is in a month	1102	3.10	2.70	30.10	10.22	0.50	00.00	20.00	20.00	#21V/0.	#B1776.	#B1170
Unadjusted		Total # of outage report tickets	4	3	1	2	1	1	10	34	16			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	3	0	0	1	0	6	10	8			
1	-	% of repair tickets restored ≤ 24 Hours	0%	100%	0%	0%	100%	0%	60%	29%	50%	#DIV/0!	#DIV/0!	#DIV/0!
1		Sum of the duration of all outages (hh:mm)	735.68	47.82	141.05	410.13	5.77	334.98	631.8	3056.83	646.78			
		Avg. outage duration (hh:mm)	183.92	15.94	141.05	205.07	5.77	334.98	63.18	89.91	40.42	#DIV/0!	#DIV/0!	#DIV/0!
Refunds	·	Number of customers who received refunds	0	2	0	0	0	0	0	1	0			
	Monthly amount of refunds		\$ -	\$ 60.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30.04	\$ -			
Answer Time (Tro	ouble Reports, Billing & Non-Billing)												1	
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing		Ì	Ì								1	
	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds											i e	
1			 									-	t	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)